**FIG. 1**

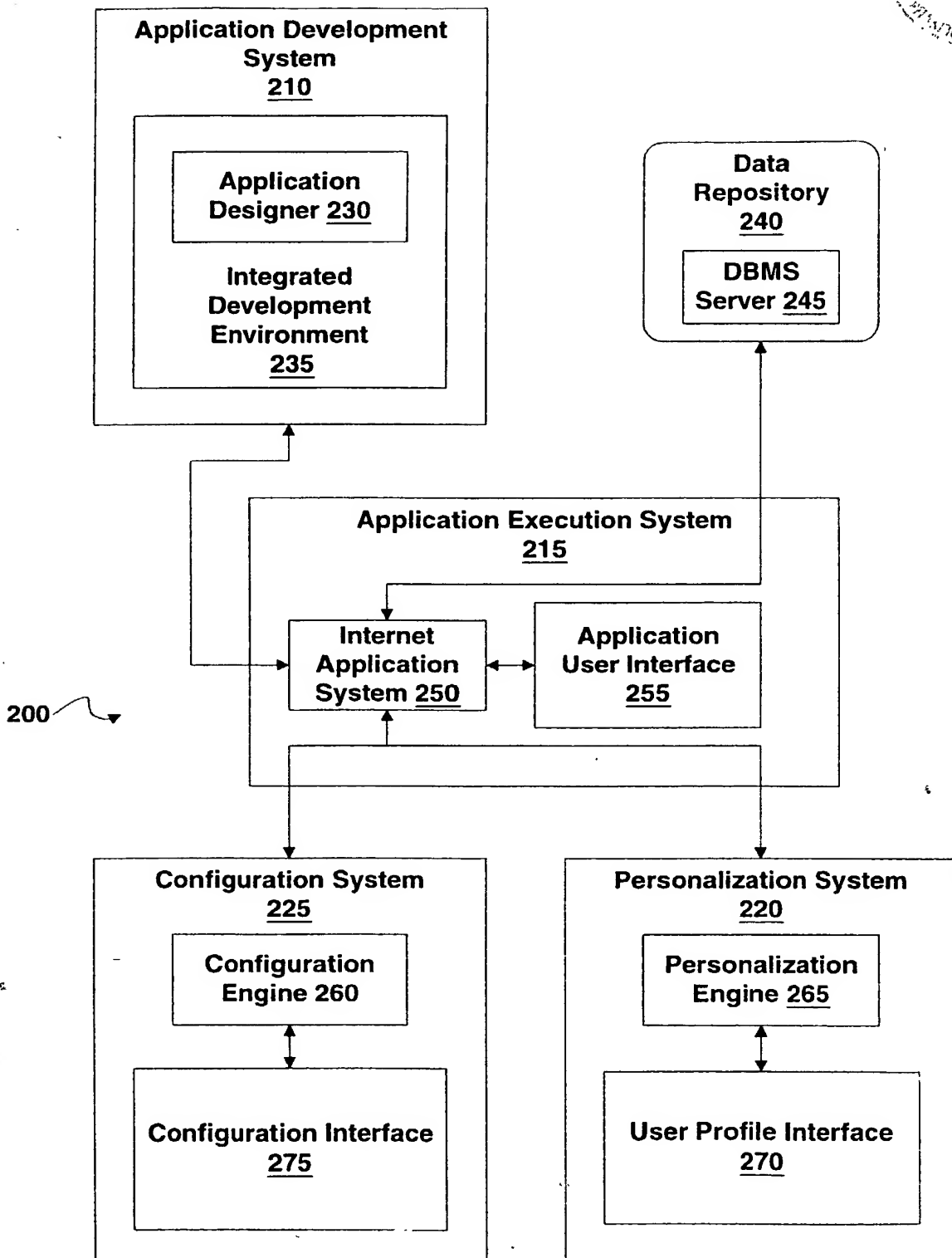
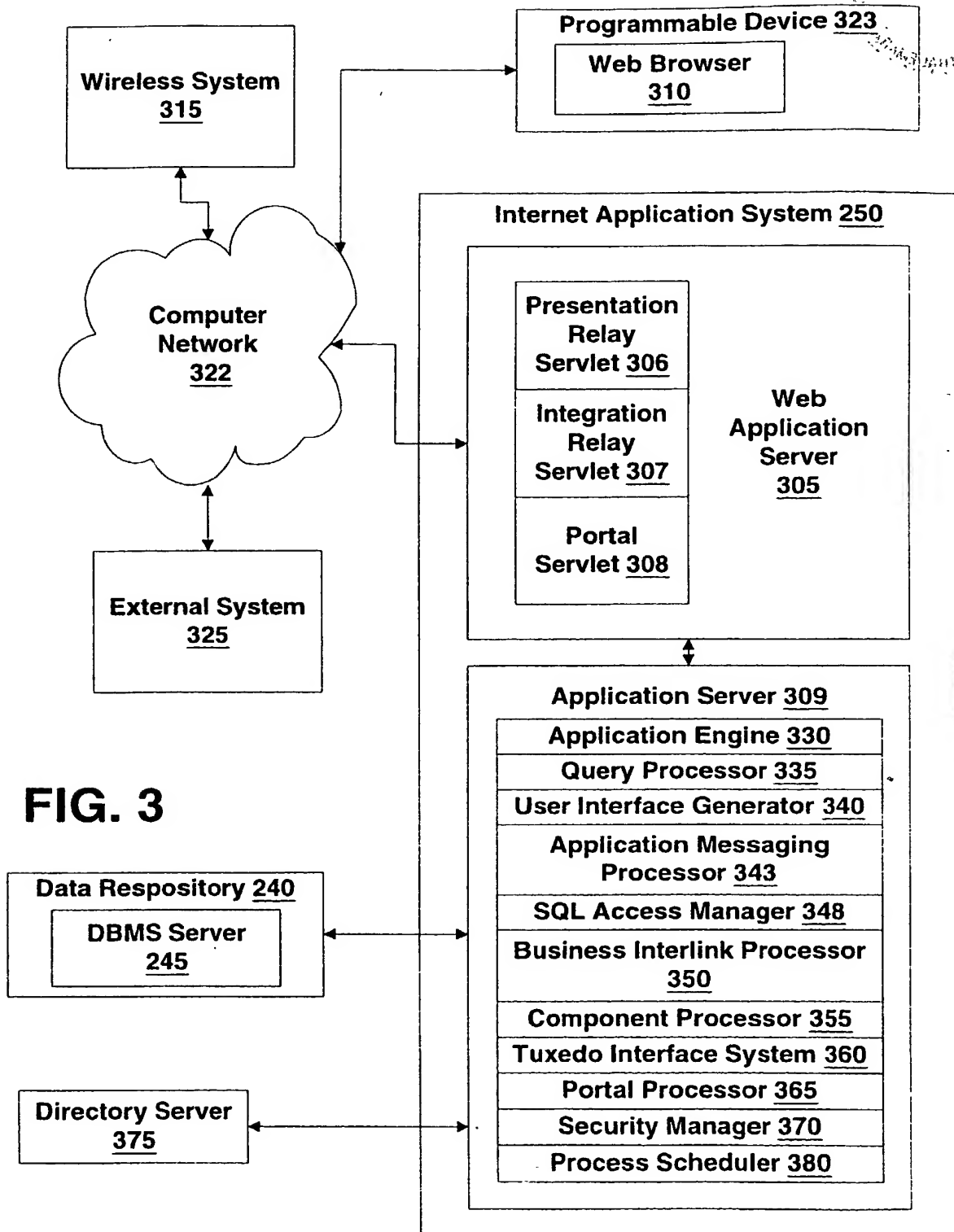
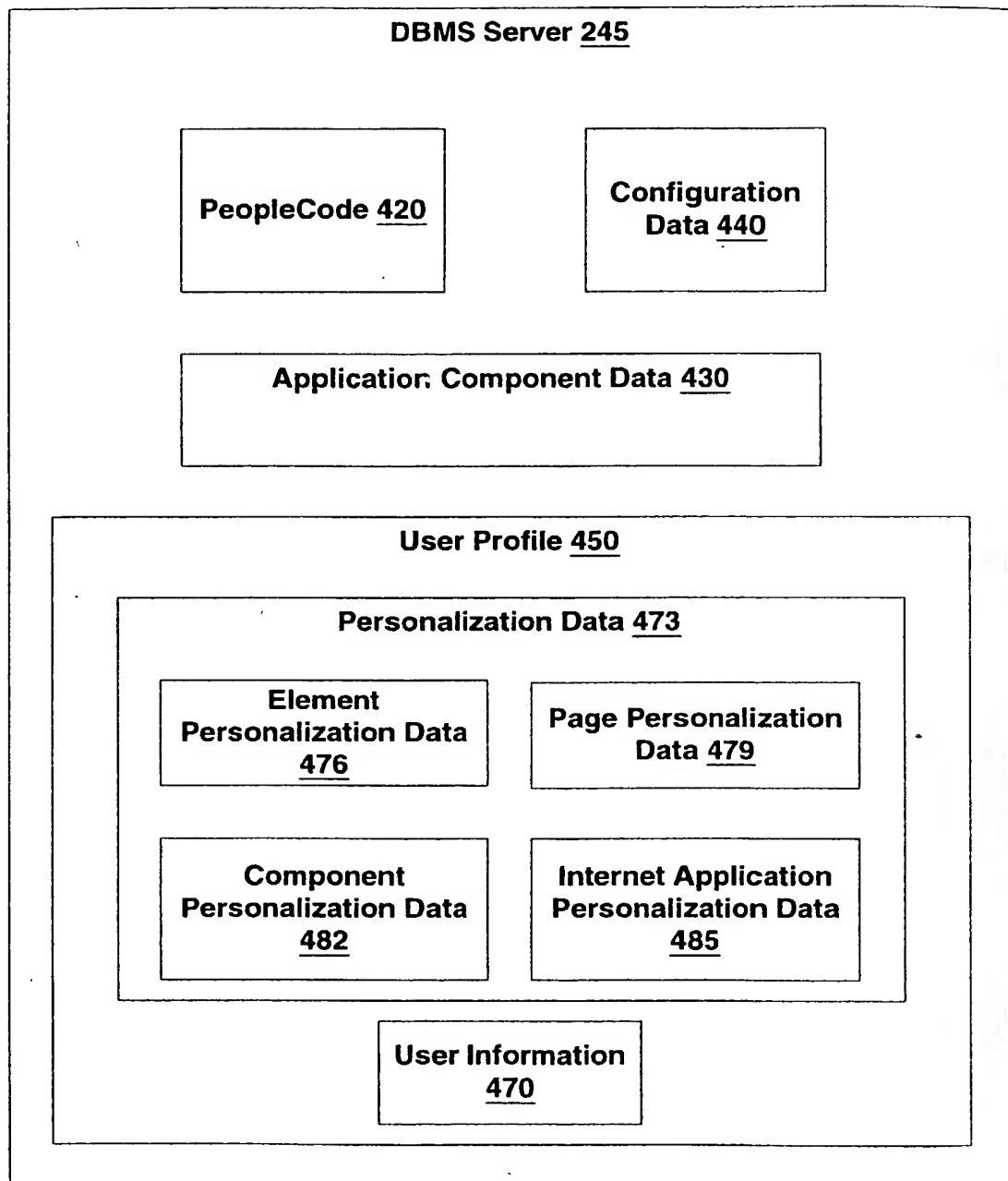
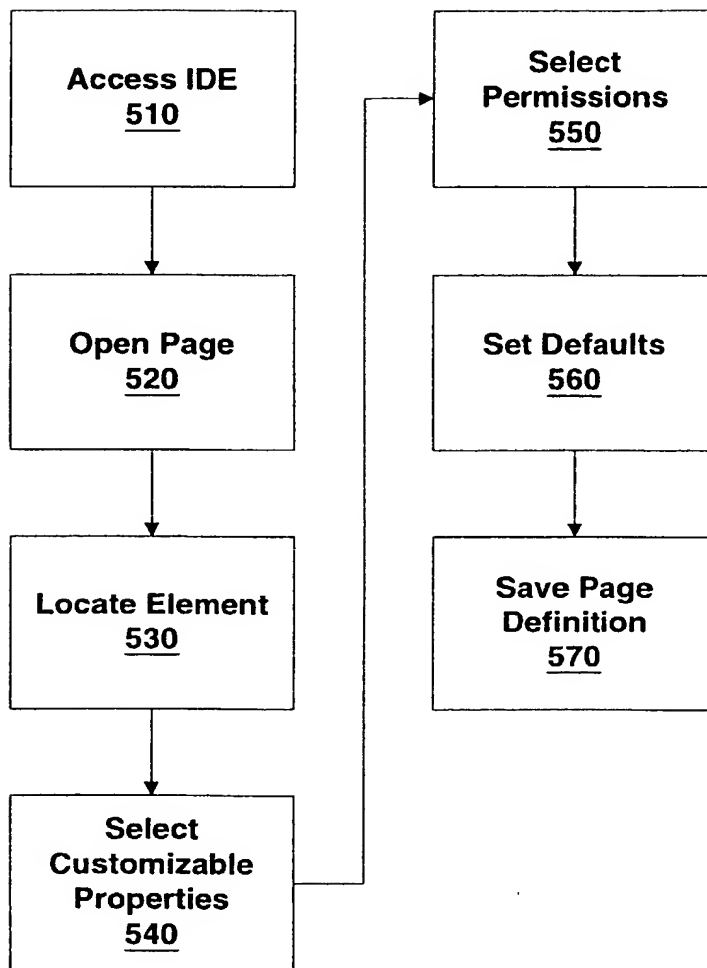


FIG. 2



**FIG. 4**

**FIG. 5**

660

610

620

630

640

Application Developer - Untitled - RC_EAST_HUNG (Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

RC_EAST_HUNG (Page)

Page Designer Order

Name	Department	Phone Type	Email Type	Preferred Contact Method	All Contact	Business Unit	Location	Phone	Email	Preferred Contact Details	Product	Asset Tag	Summary	Description	Summary
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX

650

640

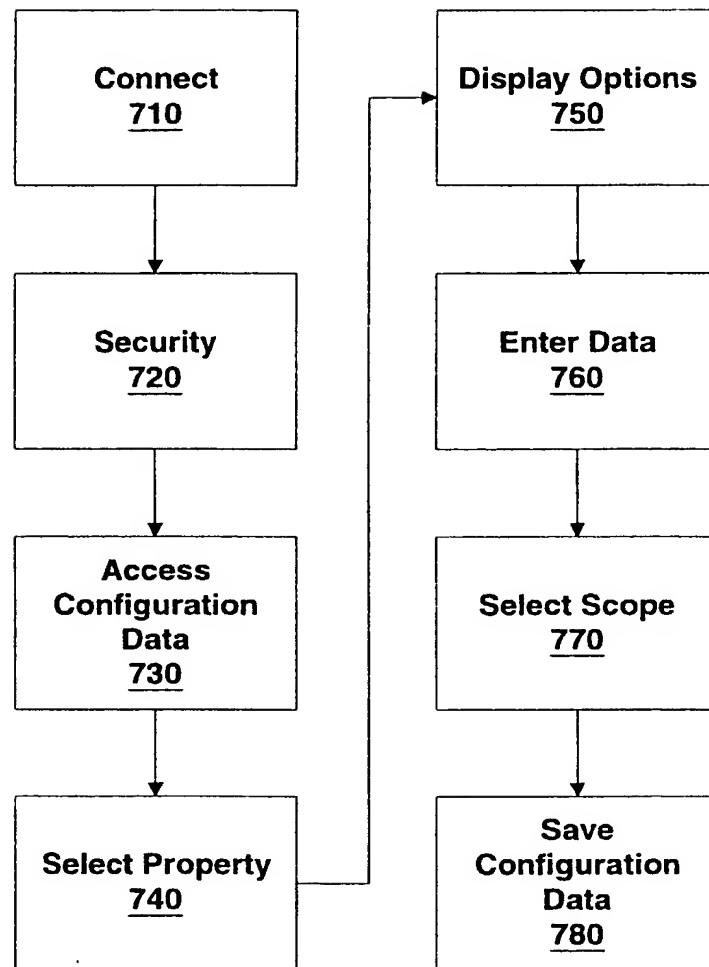
FR000GA

Ready

Fig. 6

10040355 . 043602



**FIG. 7**

Administrator Personalization Opt - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/services/ClientService/Personalization/Tools-8428

Home Personalization Opt - Maintain Security - User - Administrator Configuration

Administrator Configuration Options

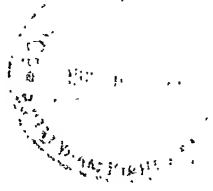
Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features			<input checked="" type="checkbox"/>	<input type="checkbox"/>	N
ADBTN Tab over AddDel Buttons (+/-)			<input type="checkbox"/>	<input type="checkbox"/>	PM
ADES Afternoon designator (PM, pm)			<input type="checkbox"/>	<input type="checkbox"/>	S
CALBTH Tab over Calendar Button			<input type="checkbox"/>	<input type="checkbox"/>	L
CSYM Currency Symbol			<input type="checkbox"/>	<input type="checkbox"/>	M
CSYMP Currency Symbol Position			<input type="checkbox"/>	<input type="checkbox"/>	N
DCSP Decimal Separator			<input type="checkbox"/>	<input type="checkbox"/>	
DFRMT Date Format			<input type="checkbox"/>	<input type="checkbox"/>	
EXPENT Expert Entry			<input type="checkbox"/>	<input type="checkbox"/>	
GRDTAB Tab over Grid Tabs			<input type="checkbox"/>	<input type="checkbox"/>	
HORICN Tab over Header Icons			<input type="checkbox"/>	<input type="checkbox"/>	
LVPBTN Tab over Lookup Button			<input type="checkbox"/>	<input type="checkbox"/>	
LTZONE Local Time Zone			<input type="checkbox"/>	<input type="checkbox"/>	PM
MOES Morning designator (AM, am)			<input type="checkbox"/>	<input type="checkbox"/>	AM

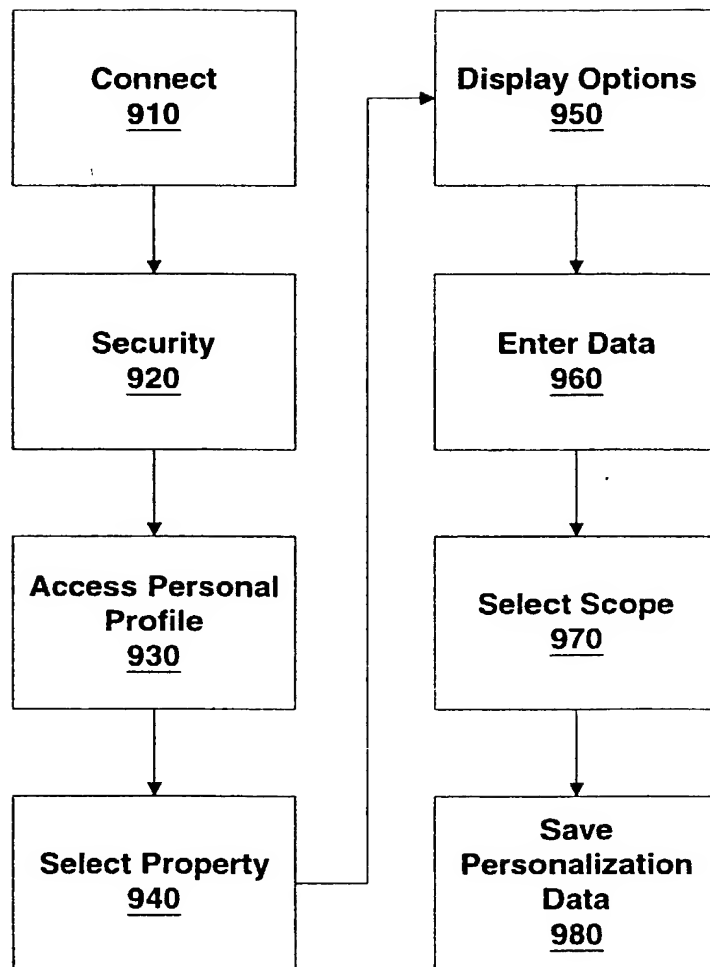
Done

Local Internet

FIG. 8

10040396 041600



**FIG. 9**

Shell Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/services/client-service/peoplesearch/cond-start

General Profile Information
OpId for CRMSKT, CRMQABAK

Password
Change password
Change or set up forgotten password help

Personalization
Changes to Personalization settings require you to log off and log back on in order to take effect.
My preferred language for reports and email is: English

Currency Code:

Set Personalizations

Email

Email Address:

Alternate User
If you will be temporarily unavailable, you can select an alternate user to receive your ratings

Alternate User ID:

From Date: (example: 1/23/2000)

To Date: (example: 1/23/2000)

Miscellaneous User Links

Home PeopleTools Maintain Security Use My Profile

Log off exit

1005

1010

1020

270

Fig. 10A

10040395 . 0111602



270

Internet Explorer - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History

Address http://localhost:7001/secure/clientservice/peoplesoft8/condemns.html

Home > PeopleTools > Maintain Security > User > My Profile

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input checked="" type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input checked="" type="checkbox"/> Explain
Decimal Separator		<input type="checkbox"/> Explain
Date Format	MM/DD/YY	<input type="checkbox"/> Explain
Date Separator	/	<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input type="checkbox"/> Explain
Multiple Row Insert	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Explain
Save Confirmation	Yes	<input type="checkbox"/> Explain
Save Warning	Yes	<input type="checkbox"/> Explain
Time Format	h mm ss (8:05 AM)	<input type="checkbox"/> Explain
Time Separator		<input type="checkbox"/> Explain
Thousand Separator		<input type="checkbox"/> Explain
Use Local Timezone	Yes	<input type="checkbox"/> Explain

Local Intranet

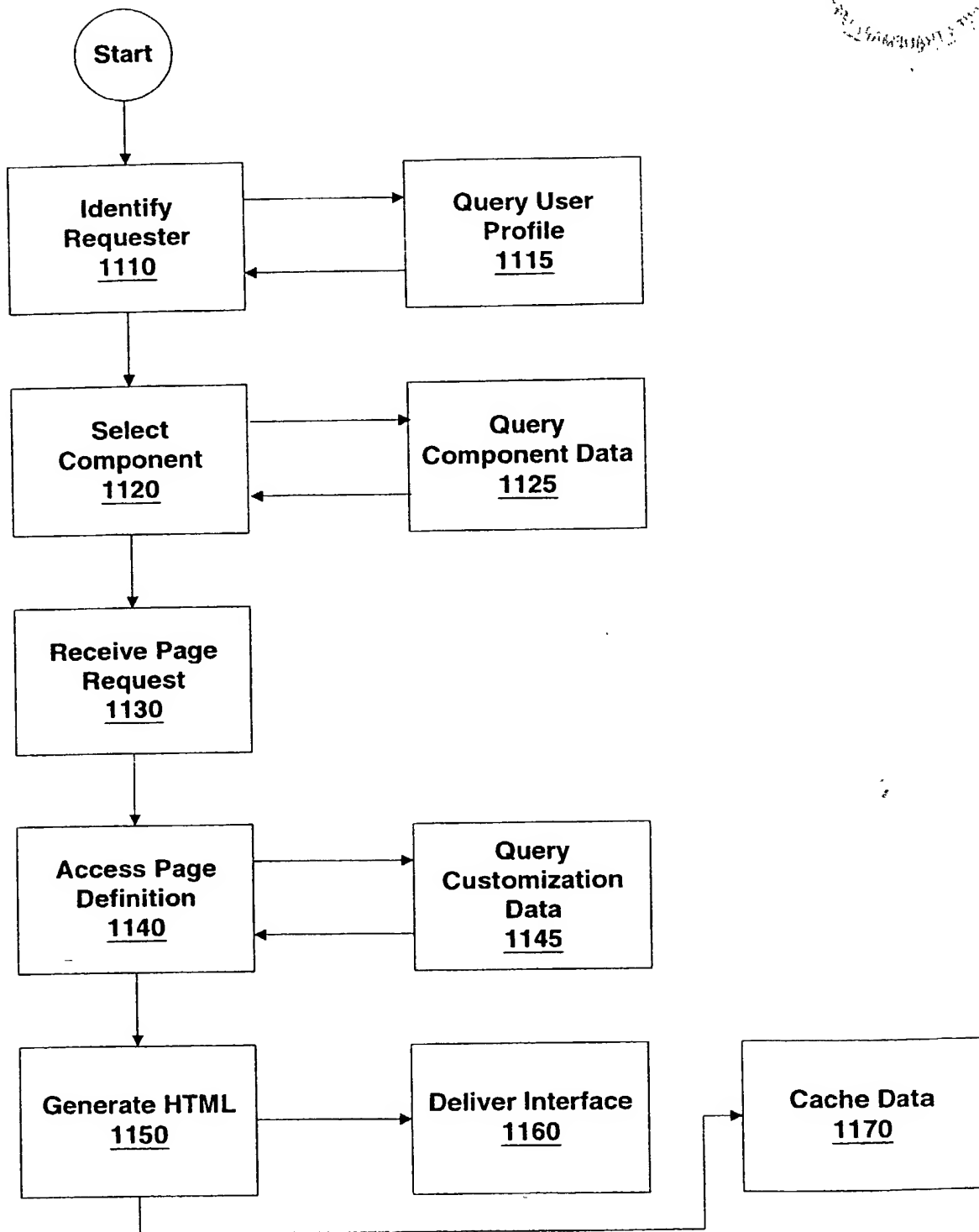
1030

1040

830

FIG. 10B

10040436 . 044002

**FIG. 11**

Page Designer	Order	Field	Type	Record	Display Control	Related Field	Control Field	Page Field
1	0	SLP Age	Group Box	EMP INFO GBO	DERIVED RC C			CUST INFO C
2	0	Employee Inform	Edt Box	EMP ID	DERIVED RC C			
3	0	Contact ID	Edt Box	CASE CONTACT	RC CASE			
4	0	Name	Edt Box	NAME SEARCH	DERIVED RC C			
5	0	Person ID	Edt Box	PERSON ID	RC DRILDOWN			
6	0	Business Unit	Edt Box	RC BU DESCR	DERIVED RC C			
7	0	Business Unit	Edt Box	BUSINESS UNIT	RC CASE			
8	0	Department	Edt Box	DEPT ID	RC WORKER			
9	0	Location Code	Edt Box	LOCATION	RC WORKER			
10	0	Phone Type	Drop Down List	PHONE TYPE	DERIVED RC C			
11	0	Phone	Edt Box	PHONE	RC CASE			
12	0	Business Unit	Drop Down List	BUSINESS UNIT	DERIVED RC C			
13	0	Phone	Edt Box	PHONE	DERIVED RC C			
14	0	Extension	Edt Box	EXTENSION	DERIVED RC C			
15	0	Email Type	Drop Down List	E ADDR TYPE	DERIVED RC C			
16	0	Email	Edt Box	E ADDR	RC CASE			
17	0	Email	Edt Box	EMAIL	DERIVED RC C			
18	0	Preferred Contact	Drop Down List	RC CONTACT	RC CASE			
19	0	Preferred Contact	Edt Box	RC CONTACT 1	DERIVED RC C			
20	0	Contact Detail	Edt Box	RC CONTACT 1	RC CASE			
21	0	Contact Detail	Edt Box	CONTACT ID	RC CASE			
22	0	Alt. Contact	Edt Box	ALT NAME SEARCH	RC ALT CNIC			
23	0	Problem Inform	Group Box	PROBLEM INFO	DERIVED RC C			
24	0	Product	Edt Box	RC PRODUCT	DERIVED RC C			
25	0	Product	Edt Box	PRODUCT ID	RC CASE			
26	0	Product	Edt Box	PRODUCT ID	RC CASE			

1250

1210A

1210B

1210J

1210K

1210R

1210Z

Up

Build Find Object References Upgrade Refresh Validate

Ready

1200

Fig. 12

FORM 006A NUM

3 Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/Service/ClientService/PeopleofId/Find-Status

Address Info

Address Detail

Effective Date: 07/25/2001

Status: Active

Address ID: 1330

Description: Business

Country: USA

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA

State: California

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT

Phone Info

Phone Type: Business

Description: Desk

Primary Prefix: 975

Telephone Extension: 894 9479

Phone: 975 894 9479

Submit

Done

Local Internet

Fig. 13A

10040256 : 044502

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/ser/lets/client/ser/let/peopleedit/under-start

Address Info

Address Set: [+] [-]

Address Detail

Effective Date: 07/25/2001 1330 [+] [-]

Status: Active [+] [-]

Address ID: 1708 [+] [-]

Description:

Country: USA [+] [-] United States

Address 1: PeopleSoft Parkway 1330

Address 2:

Address 3:

City: Pleasanton

Country: CA [+] [-] California

State: CA [+] [-] California

Time Zone: PST [+] [-] Pacific Time, Tijuana

Last Modified: 07/25/2001 2:30PM PDT VF1

Phone Info

Phone Type: Description: Primary Prefix: Telephone: Extension:

Business: [+] [-] Desk: [+] [-] 925 894 9479

Submit

1310 ~

1340 ~

1350 ~

255 ~

1330

1320

1335

Fig. 13B

10040396, 044602

Address Detail	
1310	*Effective Date: 07/25/2001 <input type="checkbox"/> 1360
255	*Address Type: Business <input type="checkbox"/> 1320
	*Status:
	*Address IC
	Description:
	Country: USA <input checked="" type="checkbox"/> United States
1350	Address 1: PeopleSoft Parkway
	...

F14.13C

10040956 . 041507

10047255 - 041602

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/jsp/AddressServlet/peopleServlet?cmd=edit

Address Info

Address Set

Address Detail

Effective Date: 07/25/2001

Address Type: Business

Description: 1310

Country: USA

Address 1: 1340

Address 2: 1320

Address 3: 1330

City: Pleasanton

State: CA

Time Zone: PST

Last Modified: 07/25/2001 2:38PM PDT VP1

Phone Info

Phone Type: Business

Description: Desk

Primary Prefix: 925

Telephone Extension: 694 9479

Phone Extension: 1335

Submit

Local Intranet

Flu. 13D

জাতীয় স্থানীয়

1495 ~ 1420A ~ 1420B ~ 1410 ~ 255 ~ 1420P

Home • PeopleTools • Maintain Security • User & Permission Lists

General Pages PeopleTools Process Sign on Times

Permission List ALLPANELS

Description All Panels

Menu Name	Edit Components
ADMINISTER_SECURITY	Edit Components
APPLICATION_ENGINE	Edit Components
APPMONITOR	Edit Components
CALLCENTER	Edit Components
CIC_PAGELETS	Edit Components
CRM_OPEN_WORKLIST	Edit Components
CRM_PORTAL_COMPONENTS	Edit Components
CRM_TRANSFORM_UTILITY	Edit Components
CTI_CONFIGURATION	Edit Components
CUBE_MANAGER	Edit Components
EDI_MANAGER	Edit Components
ESTABLISH_BUSINESS_UNITS	Edit Components
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components
MAINTAIN_SECURITY	Edit Components
MAINTAIN_SOLUTION	Edit Components

1495 ~ 1430 ~ 1440 ~ 1460

1450

Local Internet

FIG. 14A

10040396 041602

1470

Grid Properties

General | Columns | Label | Use

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 15

☒ Unlimited Occurs Count (rows)

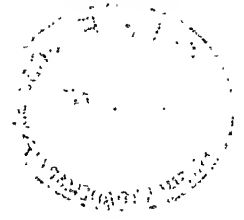
1480

1490

270

OK Cancel

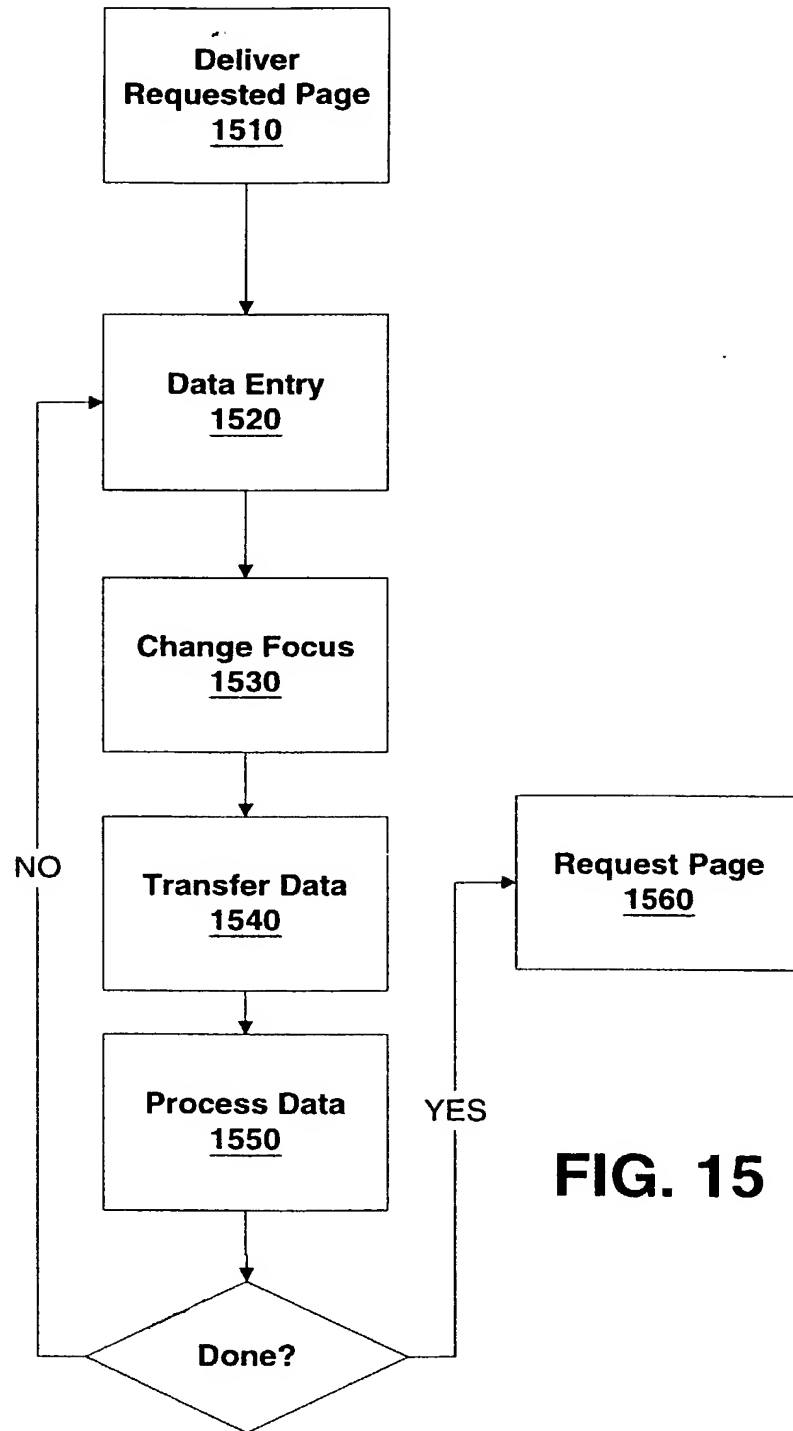
FIG. 14B



225

Menu Name	Edit Component
ADMINISTER_SECURITY	Edit Component
APPLICATION_ERROR	Edit Component
APPLICATION_MONITOR	Edit Component
CALLCENTER	Edit Component
CIC_PAGESETS	Edit Component
CIVIL_SCHEMA_MAP	Edit Component
CIVIL_OPEN_WORKLIST	Edit Component
CIVIL_PORTAL_COMPONENTS	Edit Component
CIVIL_TRANSFORM_UTILITY	Edit Component
CTI_CONFIGURATION	Edit Component
CUBE_MANAGER	Edit Component
ECV_MANAGER	Edit Component
ESTABLISH_BUSINESS_UNITS	Edit Component
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Component
MAINTAIN_SECURITY	Edit Component
MAINTAIN_SOLUTION	Edit Component
MANAGE_INTEGRATION_RULES	Edit Component
MASS_CHANGE	Edit Component
MISSION	Edit Component
PORTAL_ADMIN	Edit Component
PORTAL_COMPONENTS	Edit Component
PORTAL_PERSONALPAGE	Edit Component
PROCESS_MONITOR	Edit Component
PROCESS_SCHEDULER	Edit Component
QUERY_MANAGER	Edit Component
RA_CAMPAIGN_MANAGEMENT	Edit Component
RA_CM_STRUCTURE	Edit Component
RB_DEFINE_PRODUCTS	Edit Component
RB_GENERAL_OPTIONS	Edit Component
RB_INTEGRATION_OPTIONS	Edit Component
RB_MANAGE_COMPETENCIES	Edit Component
RB_MANAGE_CUSTOMER_INFORMATION	Edit Component
RB_MANAGE_WORKFORCE	Edit Component
RB_PROCESS_INBOUND_TRANS	Edit Component
RB_STRUCTURE_SEARCHING	Edit Component
RB_WORKER_CALENDAR	Edit Component
RC_SELF_SERVICE	Edit Component
RC_SOLD_MGMT	Edit Component
REPORT_BOOKS	Edit Component
REPORT_MANAGER	Edit Component
RF_AGREEMENTS	Edit Component
RF_DEFINE_ITEMS	Edit Component
RF_DEFINE_ITEM_CONTROLS	Edit Component
RF_MGMT_ENTITLEMENTS	Edit Component
RF_MANAGE_RMA	Edit Component
RF_SERVICE_ORDER	Edit Component
RF_STRUCTURE	Edit Component
RI_CIC_HOME	Edit Component
RI_INTERACTION	Edit Component
RI_SETUP	Edit Component
RI_DELTA_UTILITY	Edit Component
RSF_FORECAST	Edit Component
RSF_LEADS	Edit Component
RSF_OPPORTUNITY	Edit Component
RSF_PVT	Edit Component
RSF_SETUP_TABLES	Edit Component
RSF_TERRITORY	Edit Component
STRUCTURE_PROCESS_AUTOMATION	Edit Component
STRUCTURE_RC	Edit Component
TRANSLATE	Edit Component
TREEMANAGER	Edit Component
TREE_MANAGER	Edit Component
UTILITIES	Edit Component
WORKFLOW_ADMINISTRATOR	Edit Component
WORKLIST	Edit Component

File.14C

**FIG. 15**

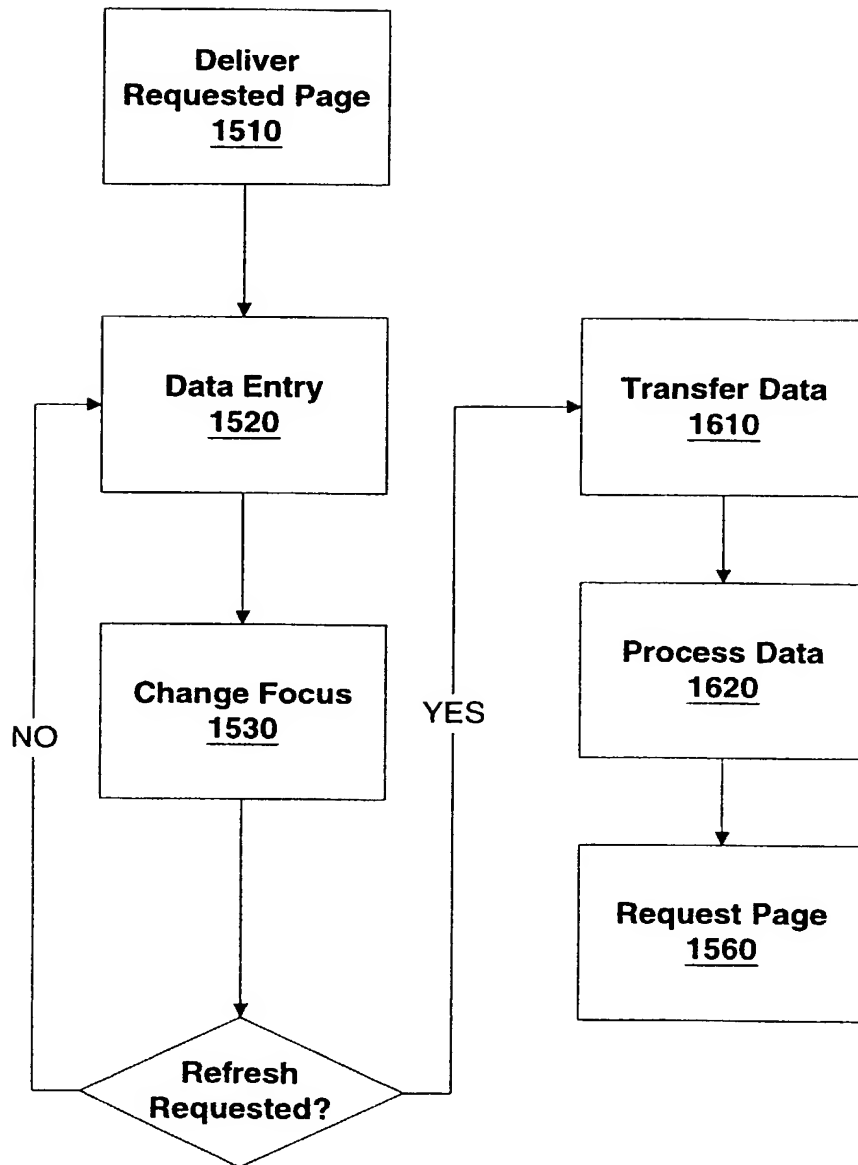


FIG. 16



Component Properties

General | Use | Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page -- Message Set/Nbr: 124 62

Link To Access Search Page -- Message Set/Nbr: 124 63

Instructional Text -- Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

<input checked="" type="checkbox"/> Save	<input type="checkbox"/> View WorkList
<input type="checkbox"/> Return to List	<input type="checkbox"/> Next in WorkList
<input type="checkbox"/> Next in List	<input type="checkbox"/> Previous in WorkList
<input type="checkbox"/> Previous in List	<input type="checkbox"/> Add
<input type="checkbox"/> Next Page in Component	<input type="checkbox"/> Update/Display
<input type="checkbox"/> Previous Page in Component	<input type="checkbox"/> Update/Display All
<input checked="" type="checkbox"/> Refresh	<input type="checkbox"/> Correction

☒ Disable Toolbar

OK Cancel

275

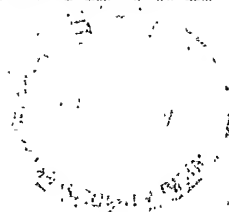
1710

1720

1730

1740

FIG. 17A



~255

Microsoft Internet Explorer

Address: http://localhost:7001/services/clientsext/peoplesoft/Find-Data

Address Info

Address Set: 1

Address Detail

Effective Date: 07/25/2001

Status: Active

Address Type: Business

Address ID: 1208

Description: USA United States

Country: USA

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

Postcode: 94505

State: CA

Country: California

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT VP1

Expert Entry ~1760

Submit

Phone Info

Phone Type: Description

Primary Prefix: 925

Telephone Extension: 694 9479

Business Desk

Done

1770

~1780

~1790

Fig. 17B